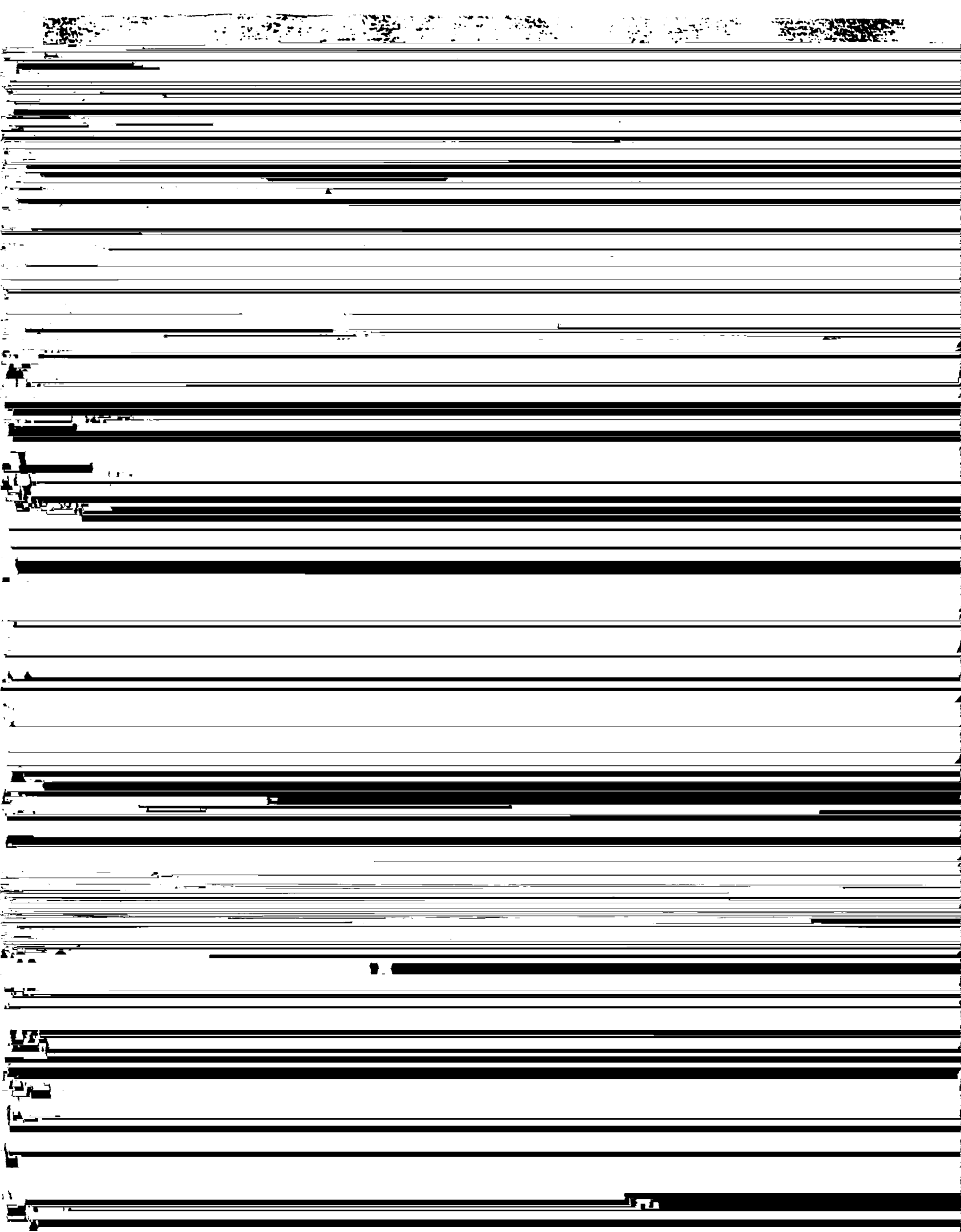


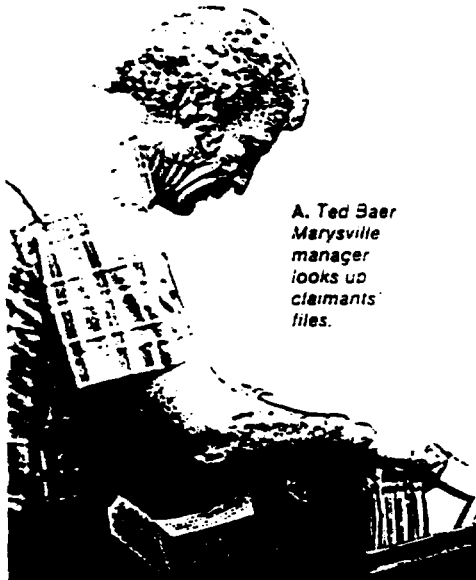
FROM : CSGA OAKLAND

TO : SFMC

CERTIFICATE OF APPRECIATION  
AWARDED TO  
CALIFORNIA STATE AUTOMOBILE ASSN.



# When the Levee broke..



A. Ted Baer  
Marysville  
manager  
looks up  
claimants'  
files.



On Thursday, February 20 at approximately 6:10 in the evening, a levee broke on the Yuba River just south of Marysville. The communities of Linda and Olivehurst were flooded, forcing 24,000 people to evacuate their homes, and causing millions of dollars in damage.

During the ensuing chaos, CSAA quickly responded to the needs of its members in the communities. The Marysville office, managed by Ted Baer, was the center of activity. Dick Vercruyssen, manager Liability; Don Devincenzi, Regional Claims manager; Dan Aimen, supervisor Homeowners and claim representatives Jeff Davidson and Frank Dervin, arrived Friday morning along with others from Grass Valley, Woodland, and Auburn. They then went to evacuation centers to locate members and verify information on policies. The phones were out at this time, so the ERS Disaster Trailer was used as a communication center. ERS Communication Specialist Peter Fuerst, established radio contact between the Marysville office and the field with a radio tower erected at the Marysville office. Adjusters then communicated with the office by radios in their cars. "The set up was done quickly,

All this work meant overtime and extra help and equipment. The ERS contract stations used extra trucks, and even a skin diver, who hooked up stranded cars at especially flooded parts of Highway 70. The Marysville office opened early on Friday, and stayed open through the weekend to ensure every member was taken care of. As soon as the water receded and it was safe to go into flooded areas, claim representatives started to go to the homes of members they hadn't been able to contact at the evacuation centers.

As is typical of smaller towns, everyone pulled together for support. Even the local bank was open on Saturday to cash claim drafts. Says Ted Baer, "You have people you know and see everyday and suddenly, they have nothing."

Perhaps that partly explains CSAA's quick response to service.

"Things went smoothly," says Dick Vercruyssen, "and a lot of that is due to the cooperation of the community, and the fact that local people knew each other."

"It was amazing how well and how soon everything was organized," says Ted Baer. "On the whole, the system worked very well. Everyone cooperated fully, and people did an outstanding job."

(Photos courtesy of CSAA Public and Press Relations Department)

B. Shelters provided blankets and cots. C. Roads turned into rivers. D. The Emergency Response Team was on site the next morning. E. Water rose quickly, receded slowly. F. The main streets were unrecognizable. G. Cars had to be abandoned in the roads. H. Cars suffered extensive damage. I. Water off of Highway 70. J. ERS worked through the weekend.



# ...Help was on the way!



A. Stan Miller, Dick Vercruyssen, John Palm at Marysville office. B. Cars were treated for upholstery damage. C. People took stock, cleaned up. D. Fire

## DEPARTMENT OF FORESTRY

Santa Clara Ranger Unit  
15670 Monterey Street  
Morgan Hill CA. 95037



(408) 779-2121

Peter,

September 11, 1985

Now that time has passed and I'm finally finding the bottom of my desk amongst all the paper work, I would like to spend a moment to thank you. Myself and the Department of Forestry would like to thank you for the use of the A.A.A. trailer. Your quick, reliable response to the Lexington Fire was extremely beneficial to us. The Public/Fire Information Center was in great need for a trailer immediately, for the media and phones. Pulling the trailer in and out, and the many maps that you provided us were greatly appreciated.

It is nice to know that there are people and organizations out there that are willing to help - to go out of their way. You and A.A.A. were a great asset to the Lexington Operation. I hope we can work together again in the future. If we can ever help you, give us a call.

A million thank you's for all your help.

Neil McBride  
Ranger in Charge

*Jean DeStories*

by  
Jean DeStories  
Fire Prevention Assistant



# ERS BULLETIN

California State Automobile Association — Emergency Road Service  
Volume XIII, Number 3      November/December 1988

## SUBARU TOWING PRECAUTION

All 1985 to present  
"On Demand" 4WD

The "On Demand" 4WD mode, on all single range 4WD models, except carryover model, is activated by engine vacuum. The engine must be running to engage or disengage the 4WD system.

If the engine becomes disabled while in the 4WD mode, and the vehicle is required to be towed, the vehicle must be transported by flat bed truck or wheel dollies. It is important that none of the tires touch the road to avoid damage to the drive train.

Source: Subaru  
Bulletin #01-110-88  
Sept. 23, 1988

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## TOWING CAUTIONS AND PROCEDURES

Enclosed are revised Towing Cautions and Procedures from several manufacturers. This information should be distributed to all contract station personnel and inserted in the appropriate AAA tow manuals.

Source: AAA



## TOW OPERATOR COMMENDED FOR ACTIONS

CSAA contract station tow truck operator Jeff Taylor from Gorubec's Towing Service (#0570), Clovis, California, is credited with going beyond the call of duty to assist an accident victim.

On Wednesday, June 29, 1988, Jeff witnessed a "pin-in" traffic accident at a busy Clovis intersection. Jeff, noticing the accident victim was pinned under the car, took the floor jack from his tow truck and jacked the vehicle off the injured victim. He continued to stay with the victim, rendering first aid until police officers and paramedics arrived. It is believed that Jeff's action saved the victim from further injury or death. Our hat's off to Jeff for going beyond the call of duty to assist a person truly in need of help. Congratulations Jeff!

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## FUSIBLE LINK

A poor electrical connection at the alternator on a 1987-1988 Mitsubishi Precis may cause the circuit's fusible link to blow. The thickness and diameter of the ring terminal at the alternator battery terminal was changed as of June 1987. See Mitsubishi Bulletin TSB 88-08-002 for further details

D. BECKMAN

DEC 28 1992



# inter-office letter

To: LaDene Hartsell-Division Manager		Service/Dept./D.O. SF MO ERS		Bldg. 3	Floor 4
Subject: TTO recognition				Date 12-24-92	
Membership No. Plx 1-82450636	Ck. In Reply To Letter Dated	Reply To Letter Dated	Claim No. Plx	Policy No.	Ck
Name of Member or Insured BLACKSETH; Kim			Date of Loss 12-23-92	M.O. Plx & Suspense Date	

CC: Dave Kunder, ERS Training Supervisor, SF MO ERS

3/4

Lance Sabouni was contacted regarding the following incident, and upon his advice, this memo is prepared, and forwarded.

Please recognize Jim Wells, from Downtown Ignacio Tow, c/s 1875, for actions showing what CSAA strives for. This driver went the "extra mile" in providing service to a member that may have prevented further more serious complications.

A transfer call was received from Oakland CDF. The information given was that the member was enroute to a hospital, for emergency treatment. Upon leaving his

May 6, 1993

West Coast Services  
Attn: Darren  
2626 Jennings Street  
San Francisco, CA 94124

6-28-93 GORDON  
RE: AAA SURVEY FOR FCC

HAVE YOU SEEN THIS COMPLIMENT?

DAVE

Dear Sir,

I am writing to let you know about an exemplary employee that resides on your staff.

On the evening of Friday March 13, 1993, I had a very bad experience. I had sprained both of my feet earlier on in the evening, and without realizing the extent of my injury, I decided that I would be O.K. to drive home. When I was merging, Southbound on 101, with the Bay Bridge traffic, my injury decided to kick in. I lost control of my car and blew out my 2 left tires on the median, as my foot could not touch the brake due to the pain. I had no choice but to try and drive my car to the nearest exit, which was Army Street. By the time I had reached a lit area, I was in complete shock. I made my way to the nearest payphone and called AAA for assistance. When your driver came to the window of my car, he must have seen the condition that I was in, which at this point was probably quite pathetic, and piggy backed me into his truck. While we were driving to my destination, he offered to get me a soda or something that might make me feel better and did his best to generate conversation. I believe that he was genuinely concerned about my situation and did everything to keep my mind off of what had happened to me physically. When we got to my destination, he dropped off my car on the street, as I had requested, and pulled in front of my home. He then piggy backed me into my house and went back to his truck for my things (purse, etc.). He made sure that I was in safely and then he left.

If I did not receive the outstanding treatment that I did, I would have never survived emotionally, as I was totally helpless. This employee went above and beyond the call of duty to display an uncommon human decency. I commend him and thank him profusely for making me feel like I wasn't alone on that terrible night.

Unfortunately, I never got his name and cannot make out his signature, so I am enclosing a copy of the receipt he gave me.

Sincerely and GRATEFULLY,

  
Leanne Cooper

cc: American Automobile Association